

# DHINAKARAN KUPPUSAMY



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## Summery

Seasoned, self-motivated and proactive HR Professional offering over 30 years of Hotel operations and HR management experience in all facets of the recruitment process and training capabilities in motivating team members to achieve and exceed organization goals. Expert in Performance management, HR policies, Hotel conversions, succession planning and introducing effective training programs. Known for excellent leadership skills to train, manage, coach and guide all levels of strategic partnerships that embrace overall business and business units.

## Skills:

Benefits Administration, Payroll, Performance Management, Recruiting, Hr Generalist, Human Resource, Training & Development, Leadership Development, Employee Relations, Employee Engagement, Employment Law (UAE & India), Talent Acquisition

## Conrad Bengaluru | Director of Human Resources Reporting to General Manager (March 2022 – till to date)

- Oversee all human resources functions at both the routine and strategic level as well as all recruiting efforts post covid to support the business requirements.
- Planning of new programs/strategies as those items impact the attraction, motivation, development, and retention of the team members.
- Automation of on boarding, off boarding, pulse checks, recognition programs, grievances,
- Implementation of committees to Develop and promote feedback mechanisms for team members to influence the continuous improvement of services and processes
- Contributes to the strategic direction and formulation of HR policies, procedures, systems, and initiatives

## InterContinental Abu Dhabi | Head of Human Resources Reporting to Director HR - MEA (Jan 2020 – March 2022)

- Worked on major projects in identifying the potential cost centers and proposed to reduce the payroll without affecting the operations and colleagues' satisfaction levels.
- Revisited the entire Internal HR policies and identified areas to interface with technology to make it more efficient for the team.
- Implemented/rolled out IHG Talent Data Management System rollout for the unit.
- Managed colleague's safety, securing jobs with minimum pay cuts and No redundancies by creating various internal opportunities and initiatives during Covid 19.
- Worked and implemented manpower structure and workforce optimization project with the global team for the new hotel project, expected to open in 2022.

## Millennium Place Dubai | Cluster Director of Human Resources | Reporting to DOO (Nov 2018 – Jan 2020)

- Member of Preopening team and executive committee member in successful opening of New Lifestyle Brand Millennium Place Marina with 463 keys.
- Involved in manpower planning, contracting, Talent Resourcing, establishing cost effective colleague's facilities model including housing, transport, cafeteria etc.
- Establishing and implementing People policies, process and HRMS systems.
- Working closely with owners during preopening for all people related support.
- Key member of implementing "Think Blue Ocean" team and driving various innovative models to benefit the operations and cost.
- Lead the conversion of Hilton Abu Dhabi hotel and rebranded as Millennium.

## **Crowne Plaza Dubai | Director of Human Resources | Reporting to GM (July 2017 – Nov 2018)**

- Member of the executive committee involved in key decision making for the organization.
- Led strategic Human Resource function and Designed, Developed and Implemented various “Best Practices”.
- Evaluated Human Resource Systems and implemented a Systematic Transition Plan for Improved Efficiency and Payroll Accuracy.
- Driving the Human Resource Function, including Manpower Planning, Talent Resourcing, Employee Engagement, Reward and Recognition.
- Key Driver in Departmental Restructuring, Manpower Planning and Business Realignments.
- Achieved Colleague Satisfaction Score of 88% by introducing 360-Degree Feedback, Action Planning and Communication Process.
- Successfully implemented Talent Review and Succession Planning with Key Departmental leaders, bringing more than 30 career movements in a year through transfers.

## **InterContinental Hotels Group |Area Director of Human Resources - South India| Reporting to Area GM & Regional DHR (January 2016 – June 2017)**

- Led six Operating hotels and two Pre-Opening hotels in four locations across four States in South India.
- Enabling Leadership, Directing, and Guiding the Strategic Initiatives and day-to-day operation of the Human Capital.
- Led the overall SWA mission to Acquire, Develop and Retain great talent in support of the organization’s over-all Business Strategy through the Identification and Development of People, Processes and Systems.
- Led the Company Initiatives that won the "Best Place to Work" award for IHG India in 2017.
- Received Human Resource Leadership award by Asia HRM Congress in 2016.
- Successfully completed 3 Hotel Conversions in South India.
- Recognized as the Highest Contributor under "Room to Grow" talent sharing initiative in SWA.

## **Crowne Plaza Bengaluru Electronics City | Director of Human Resources | Reporting to GM & Regional DHR - SWA (January 2013 – December 2015)**

- Elected Regional Champion to implement SWA HR Processes, Talent Acquisition Drive and Brand Initiatives across Southern Region.
- Implemented IHG HR toolkits and actively participated in establishing employer brand internally and externally.
- Partnered with the Executive Management to grow the business through Innovative Human Resources Practices.

## **The Zuri Whitefield Bengaluru | Director of Human Resources | Reporting to GM (June 2010 – January 2013)**

- Championed the continuous Personal Improvement and Professional Development of both Leadership and Non- Leadership employees; reducing turnover by 12%.
- Achieved 100% hiring goal, while maintaining the lowest recruitment cost of 2% in the unit for 2 years.
- Responsible for effective Salary & Payroll Administration, Annual Increments, and other Statutory Liabilities.
- Encouraged Performers through measures of Positive Reinforcements, Multi Skilling, Multi-Tasking, Cross Functional Training, Cross Exposure Training, Reward and Recognition.

## **The Lalit Hotels Bengaluru | Human Resources Manager | Reporting to GM (May 2005 – May 2010)**

- Selected by “The LaLiT Hotels” Bangalore, as Training Manager, later promoted as Human Resources Manager effective 2006.
- Led Human Resource, Training and Development for 460 team members in the Southern Region including Bekal- Kerala and Regional Sales Offices in Chennai, Hyderabad.

- Successful Implementation of Job Profiling & KPOs for all the Managerial team.
- Developed Policies that addressed discrepancies in employment laws, also reviewed and modified existing set of policies and benefit for employees.
- Handled the entire team retrenchment at “The Lalit, Bangalore airport catering.

## ITC Hotels Park Sheraton & Towers, Chennai | F&B Operations & Training Manager | Reporting to F&B Manager (June 1992 – April 2005)

- Selected through campus placement to join ITC Hotels in the “Catering Assistant Training Program”- Food and Beverage service. After successful completion of training period, designated as catering assistant, then promoted as Maître de Hotel and Food and Beverage Executive.
- Learnt and contributed to Food and Beverage for 10 years and run 24-hour Restaurants, Bars and Specialty Restaurants.
- Seized an opportunity to learn, with an internal transfer to Human Resources in 2002, as Assistant Manager Training for a period of two years.

## Achievements / Accords

- Led the **conversions of 3 IHG hotels in south India** and one millennium hotel in Abu Dhabi
- Reduced the attrition by 12% at Zuri Whitefield by creating organization culture, transparent HR practices, Effective communication, Professional Development
- **Led 2 pre-opening projects** in setting up and operating human resources function.
- Recipient of **making a difference (MAD) award** in recognition to successful implementation and driving employment for People of Determination (deaf and dumb) by creating opportunities for 12 colleagues within the functional departments (Housekeeping/ Laundry/ cafeteria) of Crowne Plaza Electronic city.
- Received **Human Resource Leadership award, 101 Top Global Minds** by Asia HRM Congress in 2016 and 2017 respectively.
- Recognized by Hoteliers web as “**Power 25 HR 2021 professionals**” in south east Asia middle east and Africa.

## ACADEMIA

	Qualification	University
1992	Bachelor of Science Hotel Management and Catering Technology	Bharathier University – Coimbatore
2015	Master of Business Administration Human Resources	Bharathier University – Coimbatore
2020	The Senior Professional in Human Resources - International (SPHRi)	HRCI - USA

## PERSONAL DETAILS

Date of Birth : 1<sup>st</sup> May 1971  
 Linguistic Abilities : English, Tamil, Hindi, Telugu & Kannada  
 Hobbies : Travelling, Watersports, Movies